

Vital Business Functions

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Vital Business Functions (VBFs)

- Business critical functions of the agency supported by an IT service
- Goal: Identify the agencies VBFs and underpinning IT components
 - Benefits:
 - Incident management impact analysis / severity classification
 - Incident management notification
 - Change management impact analysis
 - Change management notification
- Better understanding of how our IT services are "enabling the business of government"







VBF Collection Method, Timeframe

Method

- Agencies complete VBFs questionnaire
- Build relationships in configuration management database (CMDB) between business functions and underpinning infrastructure agency critical configuration items (CIs)
- Monitor changes to agency critical CIs

Timeframe

- 50 percent of agencies identified VBFs; built into the CMDB on March 31
- Goal is to complete remaining agencies ASAP

Next Steps

 Agencies that have completed VBF questionnaire will receive quarterly reports on VBFs to review and report changes







VBF Questionnaire

- Questionnaire is Excel Spreadsheet containing nine columns
 - Agency ID
 - Agency name
 - VBF name Name of function (such as electronic permitting)
 - VBF description What does the function do
 - Host server name(s) What servers support this function
 - Contact name (email address)
 - Utilized by other agencies
 - Dependent agency name(s)
 - Seasonal impact







Examples of Critical Functions

- Supports the agency's core mission
- Public safety/first responder impact
- Sensitive data security
- Revenue/financial impact
- Citizen impacting
- Public facing agency function

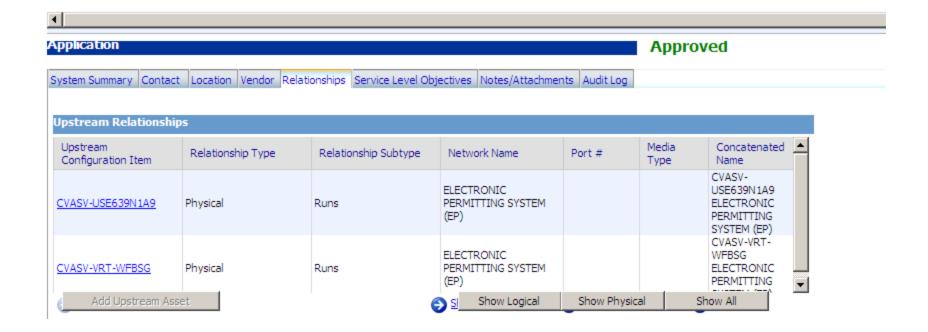






CI Relationships











Questions?